

## Part B SPP/APR Improvement Activities Evaluation Action Plan

**Indicator 18** – Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements.

Improvement Activity	Timeline	Staff Responsible	Action Plan	Action Plan	
				Timeline	Status
18.1 Collect information regarding resolution session outcomes to improve data collection.	2010/11	D) Compliance Legal Assistant  C) Compliance Director	Collect information regarding resolution session outcomes from hearing chairs as required by their contracts. (D,C)	<i>Monitor continuously as due process decisions and resolution session outcomes are received.</i>	<i>Active</i>
			<b><u>Evaluation of Impact</u></b> Analyze data to track receipt of resolution outcomes.		